



Changing Your Password

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The Password you use to log in to your NASA issued computer (referred to as an “NDC” password) allows you to access your personal folder/files on shared drives, and NASA IT resources such as NOMAD, Agency SharePoint, and other applications. If you are a remote user who cannot access the HQ Virtual Private Network (VPN), follow the [alternative password change method](#).

HQ Windows Users

Before proceeding, note the following:

- If not physically connected to the NASA network (i.e., you are not physically at a NASA Center), you must be connected via the [HQ Virtual Private Network \(VPN\)](#) prior to changing your password.
- Password changes must be conducted on your NASA computer.

If you are a Headquarters Windows user, change your password by following these steps:

1. Press **Ctrl+Alt+Delete**. A Windows Security window will be displayed containing several buttons at the bottom of the window.
2. Click **Change Password...**

IMPORTANT! Do NOT enter your Smartcard PIN!

3. Click **Other Credentials**, and then select your NDC Domain account to change your password.
4. Enter your current password in the **Old Password** field.
5. Enter your new password in the **New Password** field and again in the **Confirm New Password** field.
6. Click the arrow to the right of the **Confirm password** field.

Important!

- You may need to wait up to 15 minutes for the password change to take effect on other applications and services.
- If you access your NASA e-mail on an iPhone, iPad, and/or Windows Mobile device, change your password on these devices to prevent account locks due to invalid account password attempts.

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🍏 HQ Macintosh OS X Users

Before proceeding, note the following:

- If not physically connected to the NASA network (i.e., you are not physically at a NASA Center), you must be connected via the [HQ Virtual Private Network \(VPN\)](#) prior to changing your password.
- Password changes must be conducted on your NASA computer.

If you are Headquarters Macintosh user, change your password by following the steps below.

Using OS X (10.7 or newer)

1. Click **System Preferences | Users and Groups**.
2. Click **Change Password**.

Be sure to do the password change while connected to the center network (either physically connected or while connected using the Virtual Private Network (VPN). Using this System Preferences method to change the password ensures your NDC password and Keychain password are changed at the same time, keeping them in sync.

3. In the **Old Password** field, enter your current password.
4. In the **New Password** field, enter your new password and again in the Verify field. (Optional: You can enter a password hint in the space provided.)
5. If a message about the password for your login keychain appears, click **OK**.

Important!

- You may need to wait up to 15 minutes for the password change to take effect on other applications and services.
- If you access your NASA e-mail on an iPhone, iPad, and/or Windows Mobile device, change your password on these devices to prevent account locks due to invalid account password attempts.

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Alternative Password Change Method

IMPORTANT!

- You must perform this operation from a NASA-issued computer.
- If you have a Macintosh computer encrypted using FileVault, do **NOT** use this method of changing your password.

If you are not physically connected to the NASA network (i.e., not at a NASA Center), and/or do not have access to the HQ Virtual Private Network (VPN), you may change your password using the id.nasa.gov Web site.

1. Go to <https://id.nasa.gov>.
2. Click **Change Desktop Password**.
3. Read the guidelines and click **Change Desktop Password (NCAD)**.

IMPORTANT! If you have a Macintosh computer encrypted using FileVault, do **NOT** use this method of changing your password. Read and understand the “Guidelines for Mac Users Only” section before proceeding.

4. Enter your Agency User ID, current password, and new password twice in the appropriate fields.
5. Click **Save** to change your password.

If you access your NASA e-mail on an iPhone, iPad, and/or Windows Mobile device, change your password on these devices to prevent account locks due to invalid account password attempts.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>